



Aalto University  
School of Chemical  
Engineering

# Academic advising

## Training 23.8.2022

*Anna Mäkilä, Henna Niiva, Jukka Välimäki  
Tuuli Asunmaa, Paula Koivukangas*



# Agenda



- 1. Basis of guidance and guidance services at Aalto**
- 2. The process of academic advising at CHEM**
- 3. The new supporting system (Student Success Hub)**  
*break*
- 4. Planning your own academic advising**

# Guidance

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## Academic advising

Tuuli Asunmaa

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23.8.2022

A''

Aalto-yliopisto  
Aalto-universitetet  
Aalto University



# Short discussion

Share with your neighbor some encountering with a student (1 minute)

- It can be while academic advising or teaching or just random encountering in the lobby...
- What it was about?
- How did it make you feel? Can be positive or negative or neutral feeling.

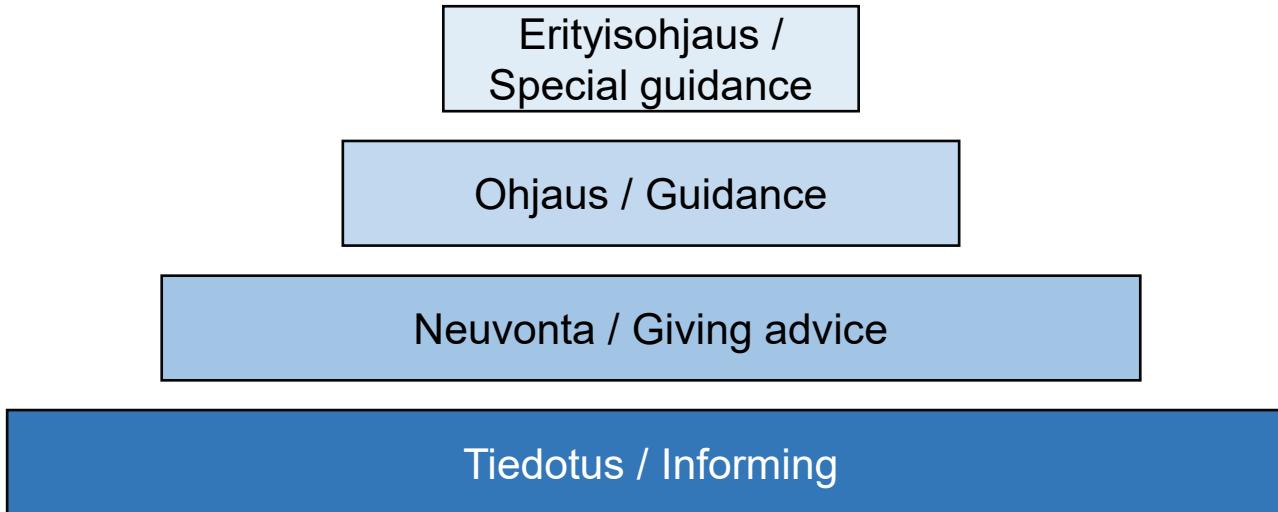
The pair just listens the story

- Concentrate to listen.
- After one minute, repeat the main point(s) or try to summarise f. ex. “I heard you had an inspiring/difficult/... encountering with a student, where... Did I understand correctly?”

# What is guidance?

- Guidance is not definitive concept. It means different things in different situations and in different parts of organization.
- To encourage, teach, give advice, inspire, integrate, coach, mentor, challenge, guide, give role model, support, supervising, help...

Väisänen, P. (2002)



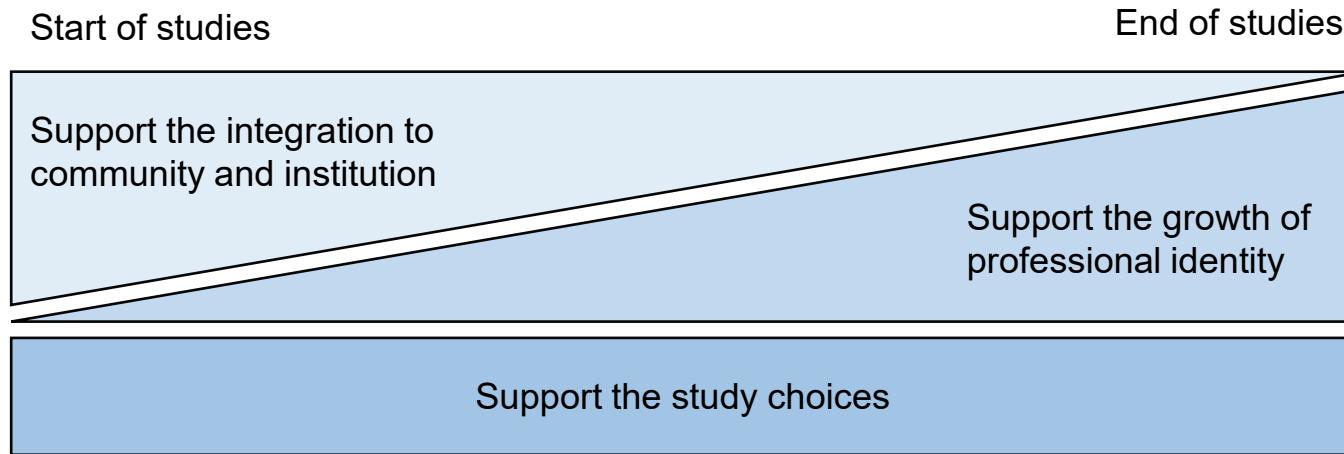
Mikkonen, Eriksson & Jyry (2003)

# The goal of guidance?

The purpose is to support the person to be an active agent in their life ie. support their learning process.

Guidance is always institutional and that is why it should be transparent.

*Vehviläinen, S. (2014)*



*Skaniakos (2011), Korhonen (2007),  
Eerola & Vadén (2005)*

# Academic advising – one part of the guidance system

Academic advising can consist of f. ex. next issues:

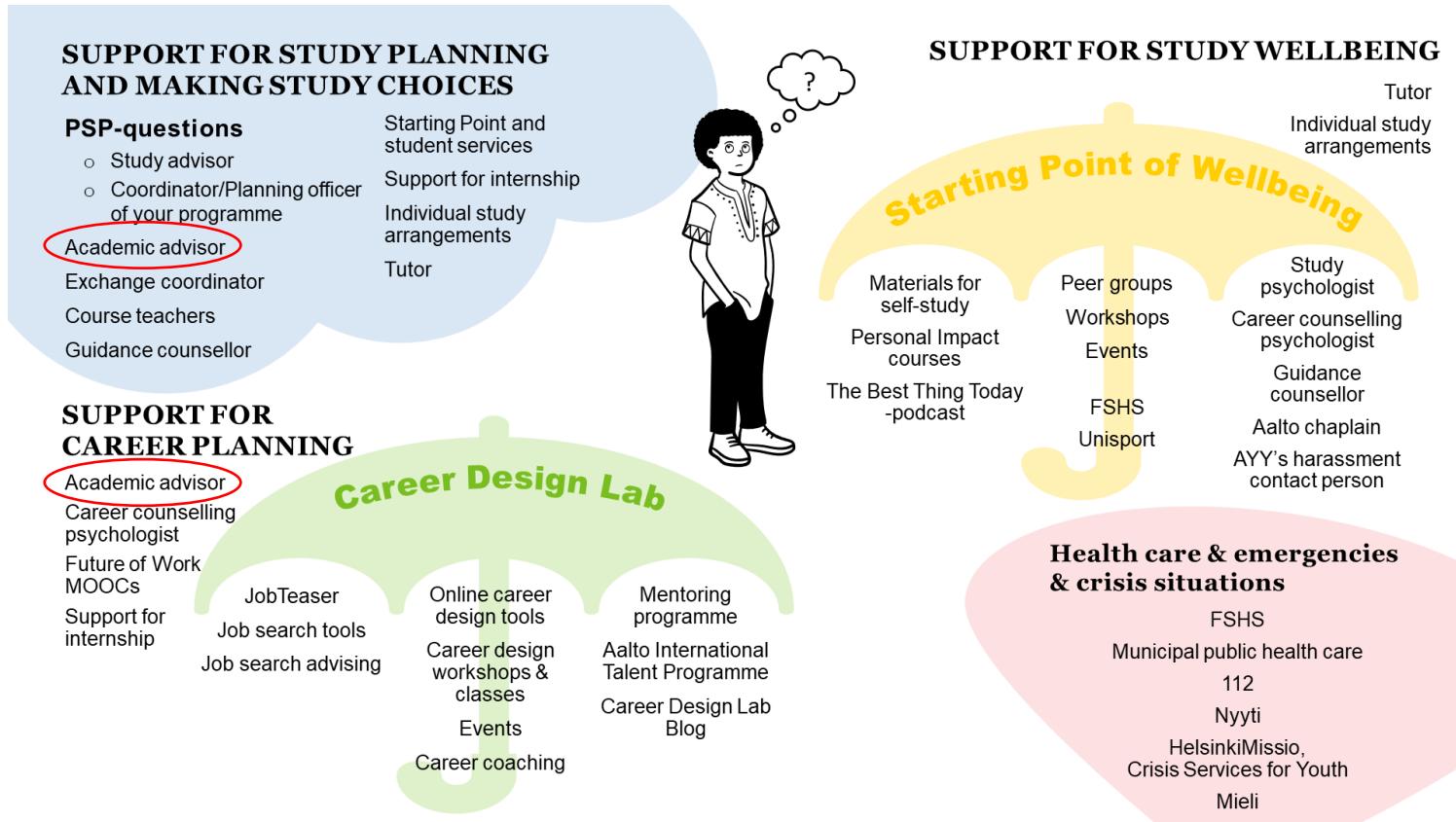
- Academic study skills
- Student's own reflection about studies and work
- Student's goals related to studies and career
- Supporting students to process their study choices
- Working life skills
- Topics related to the field and its research

Student's preassumptions are important to clarify, because they affect the success of the guidance.

It's essential to know your role in the system.

*Tuomela, Nurmivuori & Harmoinen (2020)*

# Academic advising – one part of the guidance system at Aalto



# Guidance at Aalto

0

## Inspiring level

- Course teachers
- **Academic advisor**
- Thesis supervisor
- Mentoring programme
- Alumni
- Peers
- ...

1

## Preventive services

- Information about guidance
- Structural meetings with academic advisor and LES
- Independent assignments and online courses at MyCourses
- Guided courses and workshops
- Personal Impact -courses with credits
- Career Design Lab
- The Best Thing Today - podcast
- Individual study arrangements
- Peer tutors

2

## Maybe something puzzles? Ask

- the teacher about course matters
- the program's/major's coordinator about planning the studies and processes linked to it
- **the academic advisor when in need to discuss and reflect the goals for career, studies...**
- the thesis supervisor/advisor about the thesis
- student services about studying in general
- Starting Point of Wellbeing when feeling uncertain about study skills, motivation, health, career choice...

3

## Big concerns? Contact

- Starting Point of Wellbeing
- Study psychologists
- Aalto chaplains
- YHTS/FSHS
- Public health services
- AYY's harassment contact person
- Where to find help outside Aalto?

# Benefits of academic advising

- Sense of community
- Motivated & committed students, efficient studies
- Encountering the future professionals
- Challenges are discussed and spotted early on
- Interacting and learning together
- Receiving and giving feedback about studies/teaching

*Tuomela, Nurmivuori & Harmoinen (2020),  
Lehtelä & Hoppo (2014)*

# Guidance is interaction and encountering

- Peaceful mood and space.
- Safe space (give time, attention and respect)
- Concentrate to listen and be interested.
- Don't expect anything beforehand.
- The most important thing is, student feels they are being heard. ("Person first, issue after.")
- Mirroring = I heard you are wondering about... Did I understand correctly?

*"It helps when somebody just listens."*

*"Usually situation becomes clear when you can just talk things aloud to someone."*

# Support for academic advisor

## Peers

**CHEM Learning Services, especially Anna Mäkilä**

**CHEM Study psychologist Henna Niiva**

([henna.niiva@aalto.fi](mailto:henna.niiva@aalto.fi), 050 470 4766)

**CHEM Pedagogical specialist Jukka Välimäki**

([jukka.valimaki@aalto.fi](mailto:jukka.valimaki@aalto.fi), 050 470 8855)

## Wellbeing Desk

- Guidance counsellor
- Pedagogical specialist/Community educator

**Career Design Lab** ([careerdesignlab@aalto.fi](mailto:careerdesignlab@aalto.fi))

**Academic advising at Aalto -web page**

# Pedagogical course Academic advisor supporting student (1 ECTS)

Course consists of

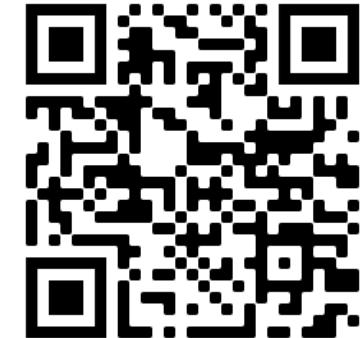
- This lecture
- Literature (ca. 20 pages) of your choice
- Essay (3–4 pages) reflecting the literature and own experiences
- Giving and receiving peer feedback

Registration until Sep 11th:

<https://link.webropolsurveys.com/S/8D5570DC105CCF5D>

Deadlines are decided together:

- Essay submitted by
- Peer feedback given by



# FYI: Personal Impact

Personal Impact brings together credited courses taught at Aalto, for example on self-management, values, relevance and well-being.

The courses provide an opportunity to reflect on one's own values, beliefs, and goals, either in internal dialogue or in conversations with others.

Students can include the courses in their elective studies.

## Course offering for academic year 2022-23

NB! Two courses available also for academic personnel with credits

- Good Life Engine 5 ECTS
- Thinking Tools 3 ECTS

# References

Erola, S. & Vadén, T. 2005. Vaiilla punaista lankaa - vai vailla kysymystä? Teoksessa A.R. Nummenmaa, M. Lairio, V. Korhonen & S. Erola (toim.) Ohjaus yliopiston oppimisympäristöissä. Tampere: Tampere University Press, 75–84. <https://trepo.tuni.fi/handle/10024/68174>

Korhonen, V. 2007. Opiskelijoiden merkittävät oppimiskokemukset opintopolun eri vaiheissa. Teoksessa M. Lairio & M. Penttilä (toim.) Opiskelijalähtöinen ohjaus. Jyväskylän yliopisto, 129–145.

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Mikkonen, J., Eriksson, I., & Jyry, P. (2003). Mitä on opintojen ohjaus yliopistossa? Teoksessa I. Eriksson, & J. Mikkonen (Eds.), Opiskelun ohjaus yliopistossa (pp. 35-54). Edita.

Skaniakos, T. 2011. HOPS tukee opintoja ja kasvua asiantuntijuuteen. Teoksessa Penttinen, L., Skaniakos, T., Ansela, M., & Plihtari, E. (toim.). HOPS-ohjaus: osaamista, yhteistyötä ja hyvinvointia. Jyväskylän yliopisto, 6-12. <https://jyx.jyu.fi/handle/123456789/47642>

Tuomela, A., Nurmivuori, A. & Harmoinen, S. 2020. Tapaustutkimus omaopettajaohjauksen tarpeista osana holistisen ohjausmallin mukaista ohjausverkostoa korkeakoulussa. Yliopistopedagogiikka 2020/1. <https://lehti.yliopistopedagogiikka.fi/2020/05/07/omaopettajaohjaus-korkeakoulussa/>

Vehviläinen, S. 2014. Ohjaustyön opas. Yhteistyössä kohti toimijuutta. Helsinki: Gaudeamus. 239 s.

Väisänen, P. (2002). Opetusharjoittelun ohjauksen retoriikka ja todellisuus. Teoksessa P. Nuutinen & E. Savolainen (toim.), 50 vuotta opettajankoulutusta Savonlinnassa (ss. 132–146). Joensuun yliopiston Savonlinnan opettajankoulutuslaitos. Saarijärvi: Gummerus Kirjapaino Oy.

"Help – don't disturbance."

*conductor Jorma Panula*



# Feedback

<https://presemo.aalto.fi/academicadvisingchem>



# Aims of academic advising

- Encourage the students with their studies and career plans
- Increase motivation and study progress
- Improve the student's wellbeing
- Find out problems and challenges – early enough

→ at CHEM we care



# Benefits of academic advising (CHEM students)

- Possibility to get tips and resources and information on various topics
- Guidance regarding both studies and life in general.
- Mentoring and advice
- Connection to the school, building an academic network
- Get support, confirmation and help (studies, jobs, future plans...)
- Feeling, that someone is interested in you and your situation
- Gain perspective and opinion from an experienced person
- Casual way to discuss study related issues

Opiskelijan akateemisen  
itseluottamuksen ja  
identiteetin vahvistaminen

feeling more confident  
about my studies and  
future career

Discussion about the Master´s thesis,  
overall feelings and concerns, stress  
management, discussion/advising  
about summer job and career plans.

feeling of being heard

uusia näkökulmia

Has helped me clear up  
my mind immensely

Guidance for the future

# What you expect from the academic advising

- Threats?
- Opportunities?
- Benefits?



# Benefits of academic advising (CHEM academic advisors)

- *Feeling to be helpful*
- *Possibility to get to know students and understand them better*
- *Relaxed, informal meetings, trust*
- *Receiving more feedback about own courses*
- *Making teaching easier*
- *Broaden own perspectives*
- *Getting motivation and energy from students*

*I could be of help.*

*The meetings allowed me to understand better each student's situation.*

*I think it (=academic advising) breaks the ice between staff and students.*

*In personal discussions the students tend to be more open and give more feedback.*

*Olen saanut näkymää Aaltoon eri suunnasta kuin oma normaali näkymäni.*

*For me it is very motivating and valuable to get to know the students. I think this makes teaching them also easier.*

*Getting to know our students is important - somehow it also gives me energy when I meet young people.*

# Duties of an academic advisor: BSc (FI) first year

1. September: meeting during orientation (short introduction)
2. October/November: first group meeting with the students
3. March/April: second group meeting with the students

Additionally: feedback sessions twice in an academic year

Follow up of study progress included

Be available: **more meetings**, if needed

## Reporting

### **ABC course: MyCourses/Attendance**

- Who have you met, who not
- Possible general questions or development ideas
- No specific details about students

# Duties of an academic advisor: BSc (FI) 2., 3., 4. ... years + BSc (EN)

1. **BSc (EN) first year only** - September: a group meeting (short introduction)
2. October/November: first personal meeting with the students
3. March/April: second personal meeting with the students

Additionally: group informal meetings, if possible

Follow up of study progress included

Be available: **more meetings**, if needed

**Reporting:**  
[academic-advising-chem@aalto.fi](mailto:academic-advising-chem@aalto.fi)

- Who have you met, who not
- Possible general questions or development ideas
- No specific details about students

As help a report from Student Success Hub

# Duties of an academic advisor: MSc

1. September: meeting during orientation (short introduction, e. g. regarding study plan)
2. September/October/November → : first personal meeting with the students
3. March/April: second personal meeting with the students

Follow up of study progress included

Additionally:

- Feedback sessions twice in an academic year
- ***Group informal meeting***, if possible
- Be available: ***more meetings***, if needed

## Reporting:

**academic-advising-chem@aalto.fi**

- Who have you met, who not
- Possible general questions or development ideas
- No specific details about students

As help a report from Student Success Hub

**Programme in Chemical, Biochemical and Materials Engineering:** academic advising is ***compulsory*** for first students as a part of the course Academic Learning Community.

# What does an Academic Advisor NOT need to do?



**No 1.5 h sessions!**

1. Provide answer to all questions → encourage students to be active
2. Approve study plan
3. Arrange a master's thesis position
4. Act as master's thesis advisor
5. Be a psychologist

*How far can/should we go to really personal issues?*

# Materials for Academic Advisors

- *Goals*
- *Guidelines*
- *Tips*
- *Time schedule*
- *Clue cards*
- *Training materials*



In English: <https://www.aalto.fi/en/services/academic-advising-school-of-chemical-engineering>

In Finnish - <https://www.aalto.fi/fi/palvelut/akateeminen-ohjaus-kemian-teknikan-korkeakoulu>

# Budget for academic advising

A group meeting? Coffee or pizza?

- 10 €/student+ advisor/semester
- Billing:
  - the expenses are claimed with Neo system as expense claim, project: 901000/T19901, send (via Neo) forwards. If you need help, please contact [Travelservices@aalto.fi](mailto:Travelservices@aalto.fi).



More information:

<https://www.aalto.fi/en/services/academic-advising-school-of-chemical-engineering> →

Refreshments and invoicing

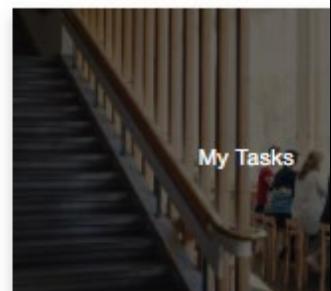
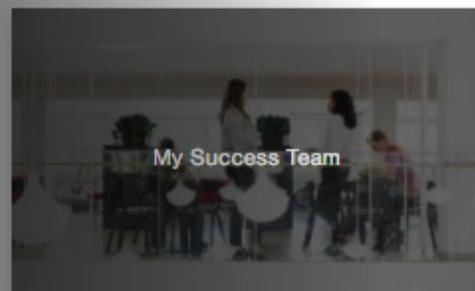
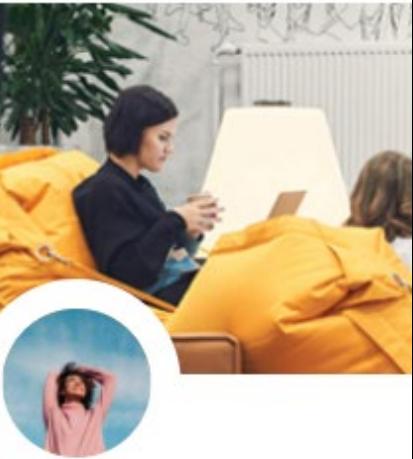
# Student Success Hub & MyStudies

Training for Academic Advisors  
CHEM 23.8.2022

Oma Appointments

Good afternoon Test Student01

Tuesday, May 4, 2021



My Tasks

# Intended learning outcomes

After the training, you know how to

- log in to Salesforce and how to open the Student Success Hub
- set the available time slots into the system
- send a (pre)task to the student
- write meeting notes
- view statistics and reports on your meetings

# Background

- Aalto University is introducing a new interface for its digital services – the Service Platform which is built on Salesforce technology.
- New functionalities will be added to the system gradually.
- Student Success Hub = one of the first functionalities to be implemented
- In addition, other Salesforce's tools are already in use, e.g. master's application evaluation tool (Admissions) and course catalogue courses.aalto.fi.



# Student Success Hub = Advisors' interface

- A tool for Learning services (LES) staff and academic advisors for scheduling one-on-one appointments with students.
- Core functionalities:
  - Set up appointment slots for your students to book
  - Send (preliminary) tasks to students
  - Advisory notes are all stored in one place
  - View statistics of your past and scheduled appointments

The screenshot shows the Student Success Hub interface. At the top, there is a navigation bar with a cloud icon, the text 'Student Success Hub', a 'Home' button, and a search bar containing '00050628'. The main area displays a student profile for 'Sophia Student' with a photo, the text 'School of ARTS', and 'Master's Programme in Landscape Architecture'. Below this, there are two buttons: 'TASKS' (0) and 'APPOINTMENTS' (1), with a note 'Last Appointment: 12.5.2022'. To the right, a 'Success Team' tab is selected, showing a list of individual members: 'Ben Advisor' (Thesis Advisor), 'Anna Advisor' (Academic Advising), and 'John Advisor' (Study Guidance, Study coordinator). There are also tabs for 'Advising', 'Notes', 'Tasks', and 'Success Plans'.

**Sophia Student**  
School of ARTS  
Master's Programme in Landscape Architecture

**TASKS** 0      **APPOINTMENTS** 1

Last Appointment: 12.5.2022

**Contact Details**  
Student's Name: Sophia  
Student's Email: Sophia@aalto.fi

**Case Sophia Student**

**Success Team**

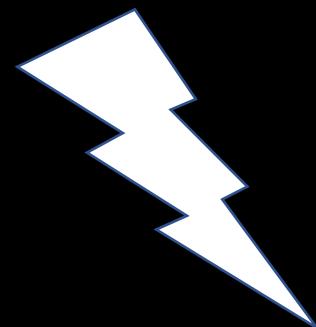
**Individual Members**

MEMBER NAME	MEMBER ROLE
Ben Advisor	Thesis Advisor
Anna Advisor	Academic Advising
John Advisor	Study Guidance

**Tervetuloa**  
Hei Sophia

**Tapaamiset**      **Muistiinpanot**      **Tukitimi**      **Tehtävät**

Student Success Hub =  
Advisors' interface

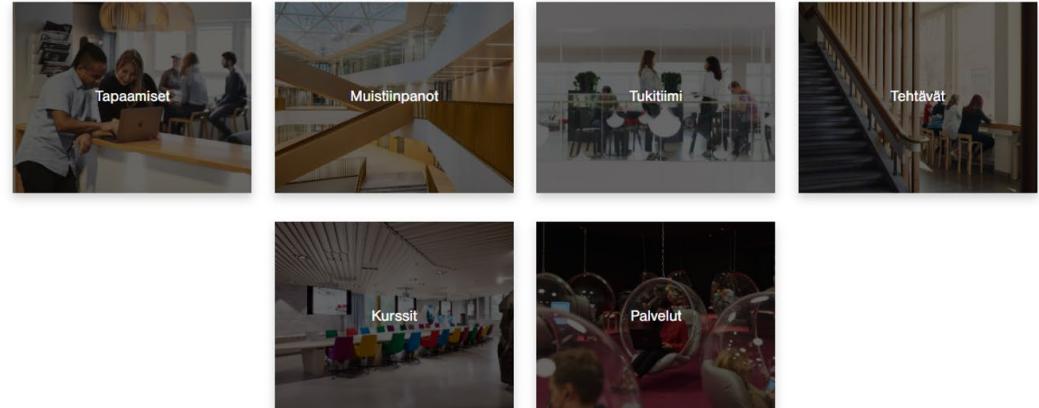
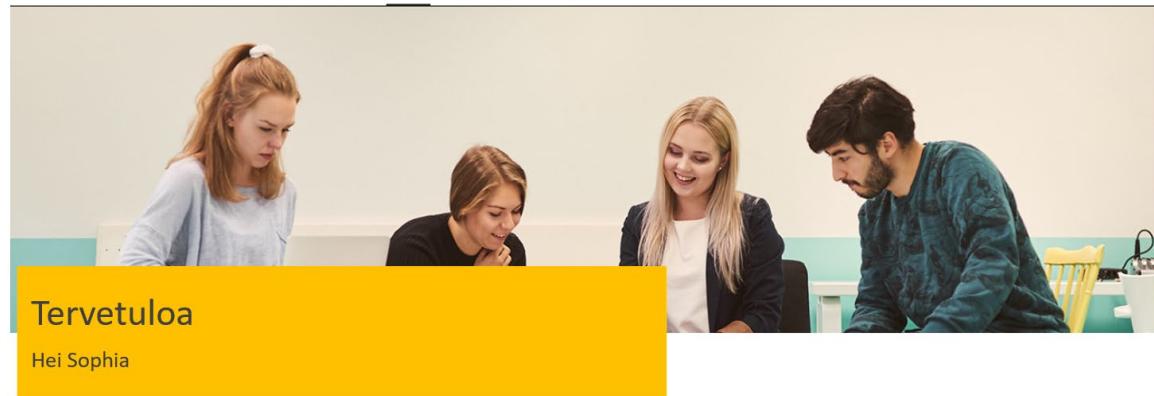


MyStudies =  
students' interface

# MyStudies

## = Students' interface

- Students' daily portal where they can connect with their Success Team, schedule appointments with advisors, and keep up-to-date with their meeting tasks.
- New functionalities will be added to the system gradually.
- Launch 08/2022:
  - Target group: degree students
  - Appointment scheduling (Student Success Hub)
  - Tools (“Quick links”)
  - Services for Students
  - Course catalogue



# Log in to Student Success Hubiin

- Recommended browser is Chrome
- Login and verification (MFA)
  - 1) Go to:  
<https://aalto.my.salesforce.com>
  - 2) Sign in with your personal Aalto account and password
  - 3) Confirm your identity with multi-factor authentication (MFA) using your phone

How to use multi-factor authentication: <https://www.aalto.fi/en/services/how-to-use-mfa>

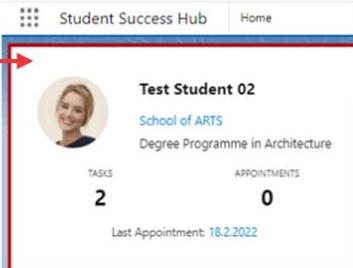
If you have problems with login and verification, please contact [servicedesk@aalto.fi](mailto:servicedesk@aalto.fi).

Demo >>

# Demo: Student 360 view

Appointments, Success Team, Notes, Tasks etc.

Advisee  
snapshot

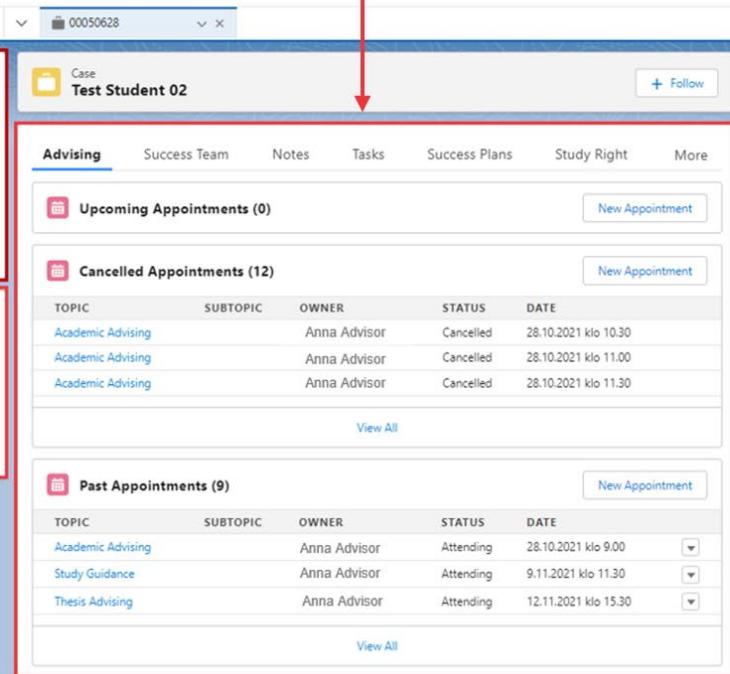


Test Student 02  
School of ARTS  
Degree Programme in Architecture  
TASKS 2  
APPOINTMENTS 0  
Last Appointment: 18.2.2022

Contact  
details



Contact Details  
Student's Name  
Sophia Student  
Student's Email  
sophia.student@aalto.fi  
Student's Number  
159977



Case  
Test Student 02  
+ Follow

Advising Success Team Notes Tasks Success Plans Study Right More

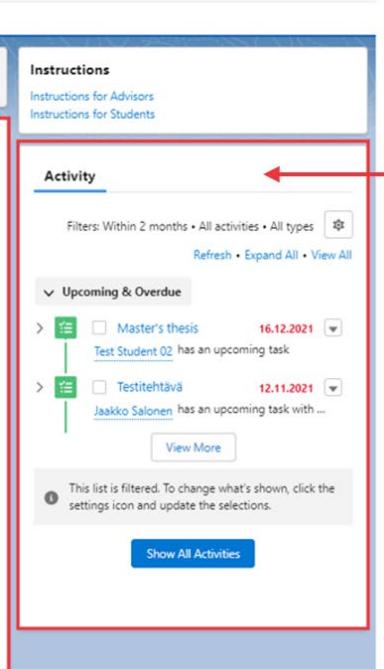
Upcoming Appointments (0) New Appointment

Cancelled Appointments (12) New Appointment

TOPIC	SUBTOPIC	OWNER	STATUS	DATE
Academic Advising		Anna Advisor	Cancelled	28.10.2021 klo 10.30
Academic Advising		Anna Advisor	Cancelled	28.10.2021 klo 11.00
Academic Advising		Anna Advisor	Cancelled	28.10.2021 klo 11.30

Past Appointments (9) New Appointment

TOPIC	SUBTOPIC	OWNER	STATUS	DATE
Academic Advising		Anna Advisor	Attending	28.10.2021 klo 9.00
Study Guidance		Anna Advisor	Attending	9.11.2021 klo 11.30
Thesis Advising		Anna Advisor	Attending	12.11.2021 klo 15.30



Instructions  
Instructions for Advisors  
Instructions for Students

Activity

Filters: Within 2 months • All activities • All types

Refresh • Expand All • View All

Upcoming & Overdue

Master's thesis 16.12.2021  
Test Student 02 has an upcoming task

Testitehtävä 12.11.2021  
Jaakko Salonen has an upcoming task with ...

This list is filtered. To change what's shown, click the settings icon and update the selections.

Show All Activities

Activity  
feed

# Demo: Set up time slots

- Tell your students where and when you are available to meet them
- Your students will see your available time slots in MyStudies where they can also book them

APPOINTMENT LOCATIONS The locations where you're available to meet with advisees.			
In Person			
NAME	CAMPUS	BUILDING	ROOM
Ekonominaukio 1	Otaniemi	Ekonominaukio 1	HelpDesk Y115
Kandikeskus	Otaniemi	Otakaari 1	Room U216
Phone			
NAME	PHONE		
Phone meeting	+358401234567		
Virtual			
NAME	MEETING LINK		
Zoom meeting	<a href="https://aalto.zoom.us/j/test">https://aalto.zoom.us/j/test</a>		

### New Availability

**Basics**

Subject: **Scheduled meetings** Type: **Scheduled**

Topic: **1 Option Selected** Location: **1 Option Selected**

Academic Advising **X** Virtual: Zoom meeting **X**

**Date and Time**

Start Date: **6.7.2021** End Date: **30.7.2021**

Start Time: **13.00** End Time: **15.00**

**Recurrence**

Repeat Every: **1 weeks** Repeat On: **ma ti ke to pe la su**

**Cancel** **Save**

# Where to get help with Student Success Hub?

- Learning Services of your school will support and help
- Support [MyStudies@aalto.fi](mailto:MyStudies@aalto.fi)
- Step-by-step instructions: <https://www.aalto.fi/en/teaching-and-learning/student-success-hub-instructions> (log in to see the website)

# Thank you!

